

AREA SAN JOSE	DIVISION GOLDMATE	NUMBER
EVALUATED BY S. CREGUA		DATE 7/12/08

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input type="checkbox"/> No		COMMANDER'S REVIEW	DATE
BY		EVALUATED	ACTION REQUIRED

1. AREA STANDARD OPERATING PROCEDURES (SOP)

a. Does SOP contain only local procedures essential to Area?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
b. Conflicts between Division SOP and Area SOP?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
c. SOP available for review?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is it current?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(2) Are orders necessary?	<input type="checkbox"/> Yes <input type="checkbox"/> No
(3) Does SOP provide reference to, yet avoid duplication of departmental policy?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(4) Conflict between SOP and departmental policy?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(5) Orders clear and concise?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(6) Is table of contents current/effective?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(7) Logical division of material?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(8) What system is used to assure each Area employee has read SOP?	IT IS SUPPOSED TO BE READ
WHEN YOU TRANSFER IN OR PROMOTE IN	
(9) Effective numbering and index system?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(10) Position descriptions utilized in place of individual names?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(11) How are SOPs distributed?	Internet

(a) Are they readily available?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(12) Who is responsible for review/revision?	MANAGEMENT
(13) How often is SOP reviewed/updated?	MONTHLY
(a) Is a suspense system in place?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

	EVALUATED	ACTION REQUIRED	CORRECTED
2. LOCAL DIRECTIVES			

a. Other methods utilized by commander to provide written instructions to Area personnel? BRUCE W6 BOOK, STAFF MEETINGS

	EVALUATED	ACTION REQUIRED	CORRECTED
3. LIMITED DUTY ASSIGNMENTS			

a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? CLERICAL, HOUSEKEEPING

c. How many employees are currently on limited duty status? NONE

	EVALUATED	ACTION REQUIRED	CORRECTED
4. OTHER PROCEDURES			

a. What methods does Area use to report highway defects?

b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

(1) What procedure is followed for receiving citizen's complaints? HPM 10.4

(2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

(3) Are complaints classified properly? ☒ Yes ☐ No

(4) What are the most common errors in complaint investigations?

c. What procedure is in place to handle traffic complaints? SENIOR VOLUNTEERS, COMMUNITY RELATIONS OFFICER

d. How are employee absences reported/verified? VIA TELEPHONE / DOCTORS NOTE IF NECESSARY

e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

f. How are cameras assigned? EACH SUPERVISOR

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(1) What type(s) of cameras are used?

Digital

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections?

OFFICER RUSCONI

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service?

Form sent to Licensing Board

h. Is there security for Area personnel rosters?

☐ Yes ☒ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses?

SHALL NOT BE RELEASED

(2) Who regularly receives Area rosters?

SUPERVISORS

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items?

SGT, LT, CAPTAIN

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☐ Yes ☐ No ?

m. Is there a system in place to ensure accountability for directives?

☐ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives?

READ THE

Operating Book etc.

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n. Who is responsible for the review of reports submitted by field officers?

SUPERVISORS

A/I OFFICER PETERSON
OFFICER WALKER

(1) Are supervisors made aware of superior or deficient reports?

☒ Yes ☐ No

(a) How is this accomplished?

NOTE OR WORD OF MOUTH

o. Does Area have written guidelines for overtime usage and control?

☒ Yes ☐ No

(1) Are these controls effective?

☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements?

☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate?

☒ Yes ☐ No

(4) Who may authorize overtime?

SUPERVISORS, LT, CAPTAIN

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?

☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?

☒ Yes ☐ No

(7) Who maintains court and subpoena logs?

SUB SUMTH

(8) Are local controls sufficient to properly manage overtime?

☒ Yes ☐ No

(a) Is CTO held within proper limits?

☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?

☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?

☒ Yes ☐ No

(d) Is the MAR signed by the commander?

☒ Yes ☐ No